

AMENDMENTS TO THE CLAIMS

Please cancel claim 2, and amend claims 1, 11, 15, 17 and 18, as indicated below in the detailed listing of the claims:

Claim 1 (currently amended). A method of communicating information between a first individual and a second individual, comprising:

providing a controller;

receiving into the controller a first signal in voice format from the first individual;

automatically converting the first signal into text format and visually displaying, substantially in real time, the first signal as first portions of text in response to receiving the first signal;

receiving into the controller via a telecommunications network a second signal in voice format from the second individual; and

automatically converting the second signal into text format and visually displaying, substantially in real time, the second signal as second portions of text in response to receiving the second signal.

Claim 2 (canceled).

Claim 3 (original). The method of claim 1, and further comprising distinguishing the first signal from the second signal.

Claim 4 (canceled).

Claim 5 (previously presented). The method of claim 1, and further comprising:

assigning a first label to the first signal; and,

assigning a second label to the second signal.

Claim 6 (original). The method of claim 5, and further comprising:

visually displaying the first label with the first portions of text; and,

visually displaying the second label with the second portions of text.

1 Claim 7 (original). The method of claim 1, and further comprising:
2 storing the first signal in text format; and,
3 storing the second signal in text format.

4 Claim 8 (original). The method of claim 7, and wherein the text format of the
5 converted first and second signals comprises electronic signals representative of the
6 text format, the method further comprising providing a readable memory device, and
7 storing thereon at least a portion of the electronic signal representing the text format.

8 Claim 9 (previously presented). The method of claim 1, and wherein:
9 the first portions of text are visually displayed in a first color; and,
10 the second portions of text are visually displayed in a second color.

11 Claim 10 (previously presented). The method of claim 1, and wherein:
12 the first portions of text are visually displayed in a first typographical font; and,
13 the second portions of text are visually displayed in a second
14 typographical font.

15 Claim 11 (currently amended). A communications apparatus, comprising:
16 a controller configured to receive a first signal in voice format and also
17 configured to receive via a telecommunications network a second signal in voice
18 format;
19 a visual display device in signal communication with the controller; and,
20 a program comprising a series of computer-executable steps which can be
21 executed by the controller to:
22 automatically convert the first signal directly from voice format into text
23 format in response to receiving the first signal and to automatically convert the
24 second signal from voice format into text format in response to receiving the
25 second signal; and,
 cause the visual display device to display, in substantially real time, the
 first signal and the second signal in text format in response to converting the
 first and second signals into text format.

1 Claim 12 (original). The apparatus of claim 11, and further comprising a receiver
2 configured to detect the first signal and the second signal and further configured to
3 enable the program to distinguish between the first signal and the second signal.

4 Claim 13 (original). The apparatus of claim 12, and wherein the receiver comprises
5 a first portion configured to detect the first signal and a second portion configured to
6 detect the second signal.

7 Claim 14 (original). The apparatus of claim 11, and wherein the apparatus is
8 configured to be used in a customer support environment to facilitate the
9 communication of customer support data via a telecommunication network and
10 between the first individual, who is a support technician, and the second individual,
11 who is a customer.

12 Claim 15 (currently amended). A computer-readable storage medium for use in a
13 computer system having a controller configured to execute computer-executable
14 instructions, the medium holding computer-executable instructions to:

15 read a first voice signal received into the controller in voice format;

16 automatically convert the first signal from voice format into text format in
response to reading the first signal;

17 visually display, in substantially real time, the first signal in text format in
response to converting the first signal;

19 read a second signal received via a telecommunications network into the
controller in voice format in response to reading the first signal;

21 automatically convert the second signal from voice format into text format;
and,

22 visually display, in substantially real time, the second signal in text format in
response to converting the first signal.

24
25 Claim 16 (previously presented). The computer-readable storage medium of claim
15, and further holding computer-executable instructions to distinguish the first signal
from the second signal.

1 Claim 17 (currently amended). A customer support system apparatus, comprising:
2 a telecommunications network;
3 at least two telephone devices allowing a support technician to transmit at
4 least one first signal in voice format, and allowing a customer to transmit at least one
5 second signal in voice format via the telecommunications network;
6 a receiver configured to detect the first and second signals;
7 a controller configured to receive the first and second signals and to
8 automatically convert the first and second signals from voice format into text format
9 and to generate, in substantially real time, human-readable text substantially
10 representative of the first and second signals; and,
11 a visual display device configured to visually display, in substantially real time,
12 the human-readable text to the support technician.

13 Claim 18 (currently amended). The apparatus of claim 17, and wherein:
14 the human-readable text comprises a first portion which is generated
15 [[form]]from the first signals, and a second portion which is generated from the
16 second signals; and,
17 the controller is further configured to differentiate between the first signals and
18 the second signals, and to generate distinguishing characteristics of the respective
19 first and second portions of the human-readable text to correspondingly identify such
20 with the respective support technician and the customer.

21 Claim 19 (original). The apparatus of claim 17, and wherein the controller converts
22 the first and second signals into human-readable text by employing speech
23 recognition technology.

24 Claim 20 (original). The apparatus of claim 17, and further comprising a computer
25 readable memory device, and further wherein the first and second signals are
 automatically converted by the controller into digital electronic signals, and further
 wherein the controller is configured to store the first and second signals in text format
 on the computer readable memory device.

-- End of Amendments to the Claims --